

# User Guide

**WIN<sup>®</sup>**

**Voice Attendant**



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## What is WIN<sup>®</sup> Voice Attendant?

The WIN<sup>®</sup> Voice Attendant is an automated attendant/voice messaging system that functions like having your own personal receptionist. Depending on how your system is configured, WIN<sup>®</sup> Voice Attendant can take your calls when you do not want to be disturbed, record messages from callers when you are unavailable, screen your calls when you are busy, and much more. WIN<sup>®</sup> Voice Attendant provides a more efficient use of human and telephony resources through the use of the most current voice processing technology.

## Accessing User Mode

Access User Mode to:

- Listen to your messages
- Change your password
- Record your personal greeting

In order to access the system in this manner, you must *log in to User Mode*.

### Call WIN<sup>®</sup> Voice Attendant

From inside:

From outside:

#### Call WIN<sup>®</sup> Voice Attendant:

To access WIN<sup>®</sup> Voice Attendant as a User, call it just as you would call anyone else in your company with a telephone extension number. Your System Administrator can tell you what the WIN<sup>®</sup> Voice Attendant extension number is. Dial this number when you want to call WIN<sup>®</sup> Voice Attendant from inside your company's facilities. You may also call WIN<sup>®</sup> Voice Attendant from outside your company's facilities by dialing a 7- or 10-digit number (i.e. from your home telephone). Your System Administrator can also tell you what this telephone number is.

### Enter System Access Code\*

System Access Code: \_\_\_\_

#### Enter System Access Code\*

After WIN<sup>®</sup> Voice Attendant answers your call, you hear your company's greeting, also known as the *main* greeting. If you want to listen to your messages, change your password, record your personal greeting or perform any other *User Mode* functions, you first need to enter the System Access code. This is the number that you or anyone else in your company dials from the main greeting to *log in to User Mode* (request access to User features on the system). Your System Administrator can tell you what this number is. The default access code is 7.

### Enter Your User ID\*

\_\_\_\_\_

#### Enter Your User ID\*

After you enter the System Access Code, you are prompted to enter your User ID. The User ID is what others dial to reach you or leave you a message in your *message* box. Your System Administrator should have already reserved a *User ID* (User Identification number) for you. Your User ID is often the same number as your telephone extension number. If you are not sure, check with your System Administrator.

### Enter Your Password

\_\_\_\_\_

#### Enter Your Password

After you enter the System Access Code and your User ID, you are prompted to enter your password. Until you change it, your password is the same as your User ID. As the name implies, this number controls access to your message box. You are prompted for your password each time you access your message box. To keep your message box secure, you should change it to a number that only you know.

\*You may not be required to perform these steps if you call the WIN<sup>®</sup> Voice Attendant from inside your company and your telephone system offers voice-messaging integration.

## Quick Setup

The first time you log in to the system, you are automatically placed into Quick Setup. Even if you are not familiar with voice messaging, it should take no more than a few minutes to complete Quick Setup. Quick Setup helps you to choose a password, record your name, record your personal greeting, and spell your name for Directory Assistance. Quick Setup asks you to confirm your input for each step before proceeding to the next step, so even if you get it wrong, you get a chance to try again.

**You must complete Quick Setup before you can receive messages.**

Following is a summary of the four steps of Quick Setup. It may help you to review this section before going through Quick Setup the first time.

### Choose Your Password

#### **Choose Your Password**

Your password may be any one to eight digit numbers. To keep your message box secure, you should choose a password that only you know. Although your System Administrator can *change* your password, only you know what it is. You are responsible for remembering it.

### Record Your Name

#### **Record Your Name**

Your name recording should only contain your spoken name, so after the tone, speak only your name. For example, Fred Smith's name recording would be recorded simply as "*Fred Smith*". As soon as you are finished speaking your name, press the pound sign (#) on your telephone to terminate the recording.

### Record Your Personal Greeting

#### **Record Your Personal Greeting**

Callers hear your personal greeting if you are not available to answer their call. While listening to your personal greeting, a caller may select any other extension by simply entering it. A caller may skip your personal greeting and begin recording a message by pressing the pound key (#). In addition to identifying who you are, your personal greeting may also tell the caller about other options. For example, Mary wants to make sure callers can call the operator and have her paged. Her personal greeting may be:

*"Hi, this is Mary Smith. I'm sorry I missed your call. If you want to leave me a message, press pound or wait for the tone. Or, you may press 0 and have me paged."*

To save time, write down your personal greeting before recording it. After you have finished recording your personal greeting, press the pound key (#) on your telephone.

### List Your Name With Directory Assistance

#### **List Your Name with Directory Assistance**

Directory Assistance offers callers who do not know your User ID the option of "spelling out" your name by pressing the telephone keys that correspond to your last name. For example, a caller wishing to reach Fred Smith from Directory Assistance would press 76484. In this step, you are asked to spell out your name, just as a caller would from Directory Assistance. If you wish to remain unlisted with Directory Assistance, simply press the pound key (#) when prompted to spell your name.

After completing Quick Setup, you hear the Main Menu options. You may also hear the Main Menu each time you log in to User Mode, depending upon system integration and what menu the System Administrator chose as the log in menu for Users calling from inside the company. From the Main Menu, you may access all of WIN<sup>®</sup> Voice Attendant features (including, if you wish, Quick Setup).

# User Mode Overview

## User Mode Helpful Hints

- When logging into the system, it is normally not necessary to wait for each prompt before entering the information requested by the prompt.
- From almost anywhere in User Mode, you may press  to log out of User Mode and return to the Main Greeting.
- From any level, you may press  and return to the previous menu level. If you are in the Main Menu pressing  logs you out of User Mode and takes you back to the Main Greeting
- Pressing  also signals to the system that you want to skip ahead to the next step. For example, if you are listening to the prefix of a message that was forwarded to you, pressing  skips directly to the forwarded message itself.
- If you do not know someone's User ID, you may enter the Directory Assistance code (by default, ).
- It is good practice to change your personal greeting to indicate when you are out of the office. Personal greetings may be pre-recorded to handle different situations and set to play at-will by the User.

## Main Menu

After you log in to the system, you are presented with the Main menu. From the Main menu, you may select any of the following options by pressing the appropriate key on your telephone keypad. Most of these options, in turn, lead to other menus with their own sets of options.



### MESSAGE MANAGEMENT

From Message Management, you may listen to your messages, send a new message to another User (or a list of Users), forward a message, and erase messages. You may also review or erase a message that you sent to another user before it is listened to.



### CALL MANAGEMENT

Call Management enables you to record your personal greeting, select an alternate personal greeting, and change the Call Blocking or Call-Screening setting of your message box.



### LIST MANAGEMENT

List Management helps you define and manage up to ten *private distribution lists*. A distribution list is a list of other Users to whom you can easily send messages.



### NOTIFY MANAGEMENT

From Notify Management, you may enable or disable notification of new messages. You may also define the outside telephone number for new message notification.



### USER SETUP

From User Setup, you may change your password, record your name, change the order in which your messages are played, and define your name spelling with Directory Assistance.



### QUICK SETUP

Quick Setup allows you to go back through the new User setup tutorial. Quick Setup walks you through changing your password, recording your name and personal greeting and listing yourself in Directory Assistance.



### SYSTEM DATE AND TIME

This option plays the current system date and time.



### LOG OUT

These options log you out of User mode and return you to the main system greeting.

## Message Management



### **PLAY NEXT MESSAGE**

Automatically saves the current message and plays the next message.



### **REPLAY CURRENT MESSAGE**

Replay the current message, including the time stamp.



### **ADVANCED OPTIONS**

After selecting this option, the following submenu is available:



### **PLAY PREVIOUS MESSAGE**

Plays the previous message.



### **QUICK MESSAGING**

Record and send a message to another User without ringing their telephone or hearing their personal greeting. It prompts you for the destination and then immediately begins recording your message. This method of sending a message requires a minimum amount of key strokes.



### **ERASE ALL MESSAGES**

All messages are marked to be erased and will be erased upon exit from User Mode.



### **UNERASE ALL MESSAGES**

Selecting this option unmarks all messages that were marked for erasure. This allows you to exit User Mode without deleting any messages that were marked during that session.



### **CHECK UNHEARD SENT MESSAGES**

Check the status of the messages that you have sent to other Users and listen to and delete the message if it has not been heard by the recipient.



### **PLAY FIRST MESSAGE**

Immediately plays back the first message in playback order.



### **PLAY SAVED MESSAGES**

Immediately plays back the first saved message in playback order.



### **ERASE ALL MESSAGES**

All messages are marked to be erased and will be erased upon exit from User Mode.



### **ERASE CURRENT MESSAGE & PLAY NEXT MESSAGE**

The message you are currently listening to is marked for erase and the next message begins to play.



### **FORWARD CURRENT MESSAGE**

Forward the current message to another User or a list of Users. The following submenu is available:

1

**FORWARD MESSAGE**

Deliver the forwarded message. This option may be used only after you have selected a forwarding destination.

ABC  
2

**RECORD MESSAGE PREFIX**

Record a separate message that will be heard by the destination User or Users just before the forwarded message. Although not required, it is recommended that you record a prefix when forwarding a message.

DEF  
3

**REVIEW MESSAGE PREFIX**

Replay the forwarding prefix if you have recorded it.

GHI  
4

**FORWARD WITH SPECIAL DELIVERY OPTIONS**

After selecting this option, you are placed in the following menu, after which you are returned to the “Forward Current Message” menu.

1

**SEND MESSAGE WITH OPTIONS**

Send the message after selecting one or more of the special delivery options that follow.

ABC  
2

**SET PRIVATE**

The destination User is not allowed to forward your message to any other Users.

DEF  
3

**SET CERTIFIED**

You are sent a return message when the destination User listens to your message.

GHI  
4

**SET URGENT**

Sending a message as Urgent places your message in front of all other messages in the destination User’s message box.

JKL  
5

**SET FUTURE DELIVERY**

You may set a message you have recorded to be sent at some future date. You will be prompted to select the future delivery date.

TUV  
8

**RESET DELIVERY OPTIONS**

This option allows you to redefine the delivery options that you have selected.

JKL  
5

**APPEND TO MESSAGE PREFIX**

Continue recording the prefix, adding to the end of the current prefix recording.

MNO  
6

**SELECT PERSONAL LIST NUMBER**

Select the list of Users to whom the message will be forwarded.

PRS  
7

**SELECT USER ID**

Select the User to whom the message will be forwarded.

TUV  
8

**SELECT NETWORK USER ID**

Select the Network User to whom the message will be forwarded.

MNO  
6

## SEND A NEW MESSAGE

Send a new message to another User or a list of Users. The following submenu is available:

1

### SEND MESSAGE

Deliver the recorded message. This option may be used only after you have selected a forwarding destination (options 

MNO  
6

, 

PRS  
7

 or 

TUV  
8

).

ABC  
2

### RECORD MESSAGE

Record a message to be heard by the destination User or Users.

DEF  
3

### REVIEW MESSAGE

Replay the message you have recorded.

GHI  
4

### SEND WITH DELIVERY OPTIONS

After selecting this option, you are placed in the following menu, after which you are returned to the "Send a New Message" menu.

1

### SEND MESSAGE WITH OPTIONS

Send the message after selecting one or more of the special delivery options that follow.

ABC  
2

### SET PRIVATE

The destination User is not allowed to forward your message to any other Users.

DEF  
3

### SET CERTIFIED

You are sent a return message when the destination User listens to your message.

GHI  
4

### SET URGENT

Sending a message as Urgent places your message in front of all other messages in the destination User's message box.

JKL  
5

### SET FUTURE DELIVERY

You may set a message you have recorded to be sent at some future date. You will be prompted to select the future delivery date.

TUV  
8

### RESET DELIVERY OPTIONS

This option allows you to redefine the delivery options that you have selected.

JKL  
5

### APPEND TO MESSAGE

Continue recording, adding to the end of the current recording.

MNO  
6

### SELECT PERSONAL LIST NUMBER

Select the list of Users to whom the message will be sent.



SELECT USER ID

Select the User to whom the message will be sent.



SELECT NETWORK USER ID

Select the Network User to whom the message will be sent.



**REPLAY THE CURRENT MESSAGE**



**POWER PLAYBACK**

Play all messages. This enables you to listen to all of your messages with a single button. Selecting option  takes you out of Power Play.

*Note that this option is only available while listening to the Message Management menu. Pressing  during message playback moves forward within the message (works like fast-forward on a tape player).*

# Call Management

1

## PLAY THE CURRENT PERSONAL GREETING

Play back your current personal greeting.

ABC  
2

## CHANGE CALL BLOCKING

Change your Call Blocking setting. If Call Blocking is enabled, callers who select your User ID go straight to your personal greeting without trying your extension.

DEF  
3

## CHANGE CALL-SCREENING

Change your Call-Screening setting. If Call-Screening is enabled, callers who select your User ID are asked to state their name before they are transferred to your extension. After you answer the call, *WIN<sup>®</sup> Voice Attendant* tells you who the caller is by playing back their recording. You are then given the option of accepting the call, rejecting the call, sending the call to another extension or requesting a message. Check with your System Administrator about the availability of this option with your system.

GHI  
4

## SELECT NEXT PERSONAL GREETING

Select which of your personal greetings will play when you are not available. For example, if you are allowed two personal greetings and your current personal greeting is number one, selecting this option causes personal greeting number two to play when you are not available.

JKL  
5

## RECORD CURRENT PERSONAL GREETING

This option prompts you to record the personal greeting that is currently playing.

MNO  
6

## DELETE A PERSONAL GREETING

This option prompts you to select the personal greeting you wish to delete.

PRS  
7

## CHOOSE PERSONAL GREETING

This option prompts you to select the personal greeting you wish to play.

TUV  
8

## RECORD ANY PERSONAL GREETING

This option prompts you to select the personal greeting you wish to record.

WXY  
9

## RETURN TO MAIN MENU

This option returns you to the Main menu.

OPER  
0

## LOG OUT

This option logs you out of User mode and returns you to the main system greeting.

\*

## REPLAY MENU OPTIONS

*Note: If an option is not available to you, it will not be spoken.*

## List Management

1

### REVIEW NEXT USER

Play the name or User ID of the next User in the current list.

ABC  
2

### RE-REVIEW CURRENT USER

Replay the name or User ID of the current User in the current list.

DEF  
3

### REMOVE ALL USER IDs FROM LIST

Remove all User IDs from the current list. You are asked to press  to confirm your request.

GHI  
4

### REMOVE CURRENT USER ID FROM LIST

Remove the current User ID from the current list.

JKL  
5

### REVIEW LAST USER ID

Play the name or User ID of the previous User in the current list.

MNO  
6

### CREATE NEW OR SELECT EXISTING LIST NUMBER

Use this option to select the personal list number to work on. By default, when you first enter List Management, you are automatically working on list 0.

PRS  
7

### ADD NEW USER ID TO LIST

This option allows you to add a User ID to the current list.

TUV  
8

### ADD NEW NETWORK ID TO LIST

This option allows you to add a Network User ID to the current list.

WXY  
9

### RETURN TO MAIN MENU

This option returns you to the Main menu.

OPER  
0

### LOG OUT

This option logs you out of User mode and returns you to the main system greeting.

\*

### REPLAY MENU OPTIONS

*Note: If an option is not available to you, it will not be spoken.*

# Notify Management

1

## NOTIFY STATUS

Review Notify settings, including whether or not you will be notified of new messages and, if applicable, the outside telephone number for notification.

ABC  
2

## ENABLE ALL NOTIFICATIONS

Enable notification of new messages.

DEF  
3

## DISABLE ALL NOTIFICATIONS

Disable notification of new messages.

GHI  
4

## CHANGE NOTIFICATION NUMBER

If applicable, this option enables you to change the outside telephone number for notification.

WXY  
9

## RETURN TO MAIN MENU

This option returns you to the Main menu.

OPER  
0

## LOG OUT

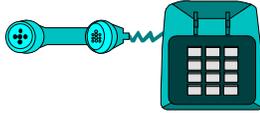
This option logs you out of User mode and returns you to the main system greeting.

\*

## REPLAY MENU OPTIONS

*Note: If an option is not available to you, it will not be spoken.*

## How Can WIN<sup>®</sup> Voice Attendant Notify?

<p><b>Audible Telephone Signal*</b></p> 	<p><b>Message Waiting Lights*</b></p> 
<p><b>Out dial to your cell phone, home, or other location*</b></p> 	<p><b>Pagers</b></p> <ul style="list-style-type: none"><li>*Message</li><li>**Digital</li><li>**Voice</li></ul> 

\* Dependent on Phone System Capabilities

## User Setup

1

### CHANGE PASSWORD

Your password may be any number from one to eight digits in length. It cannot contain \* or #. To speed up the entry process, press # when you have finished entering your new password.

ABC  
2

### RECORD NAME

This recording should only contain your name. Press # when you have finished speaking your name to speed up the process.

DEF  
3

### REVIEW NAME

This option plays back your current name recording.

GHI  
4

### CHANGE MESSAGE PLAYBACK ORDER

While in Message Management, messages may be played back in the order received (first-in-first-out) or they may be played back in the opposite order (last-in-first-out).

JKL  
5

### CHANGE DIRECTORY ASSISTANCE LISTING

This option allows you to specify your listing with Directory Assistance. Directory Assistance is a service available to callers and Users who do not know your User ID but know the spelling of your name. You are prompted to “spell out” up to sixteen letters of your name on the telephone keypad. Press # when you have finished spelling your name to speed up the process. If you wish to remain unlisted with Directory Assistance, press # without entering anything.

MNO  
6

### REVIEW DIRECTORY ASSISTANCE LISTING

This option plays back your listing with Directory Assistance.

WXY  
9

### RETURN TO MAIN MENU

This option returns you to the Main menu.

OPER  
0

### LOG OUT

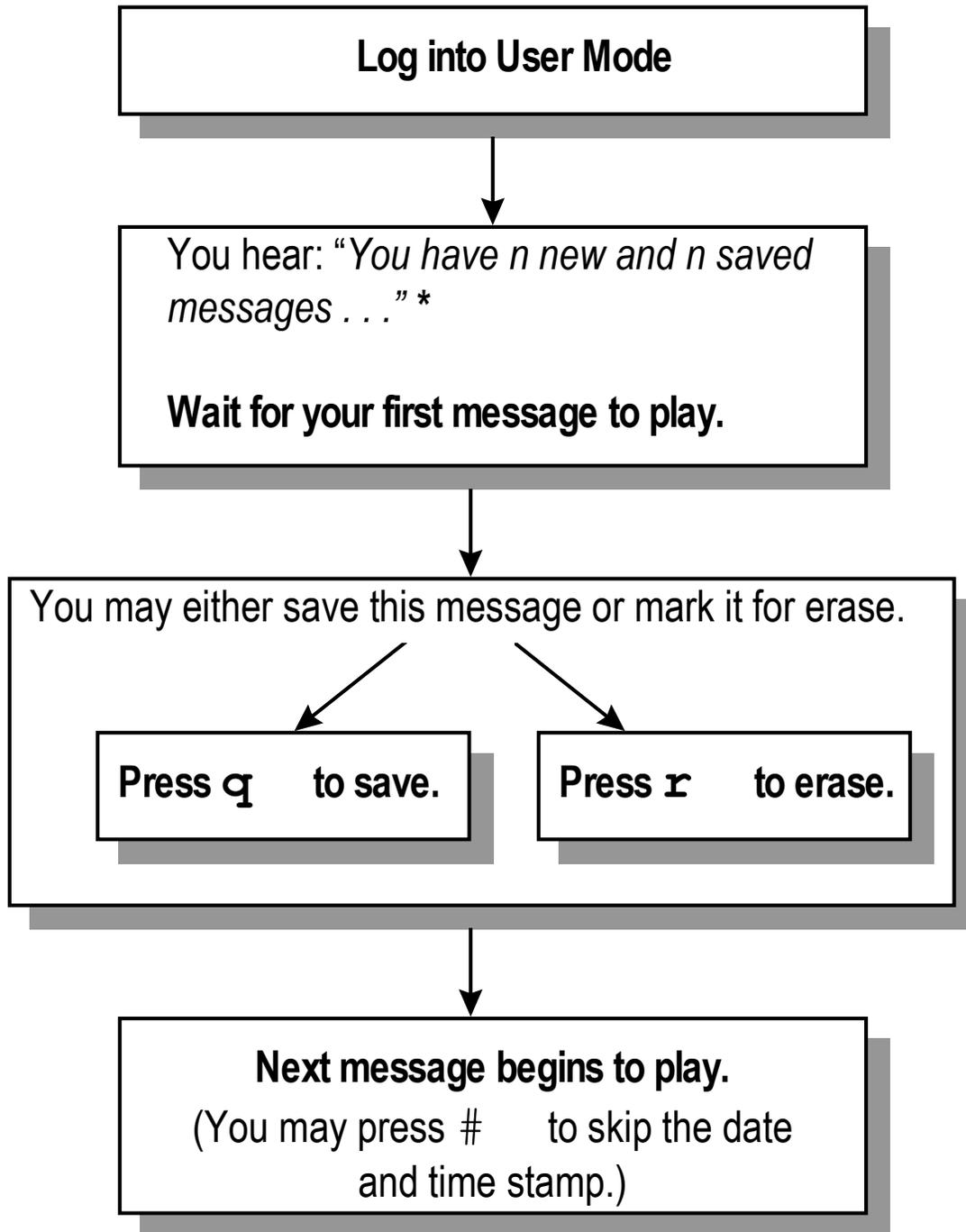
This option logs you out of User mode and returns you to the main system greeting.

\*

### REPLAY MENU OPTIONS

*Note: If an option is not available to you, it will not be spoken.*

## Listening to Messages

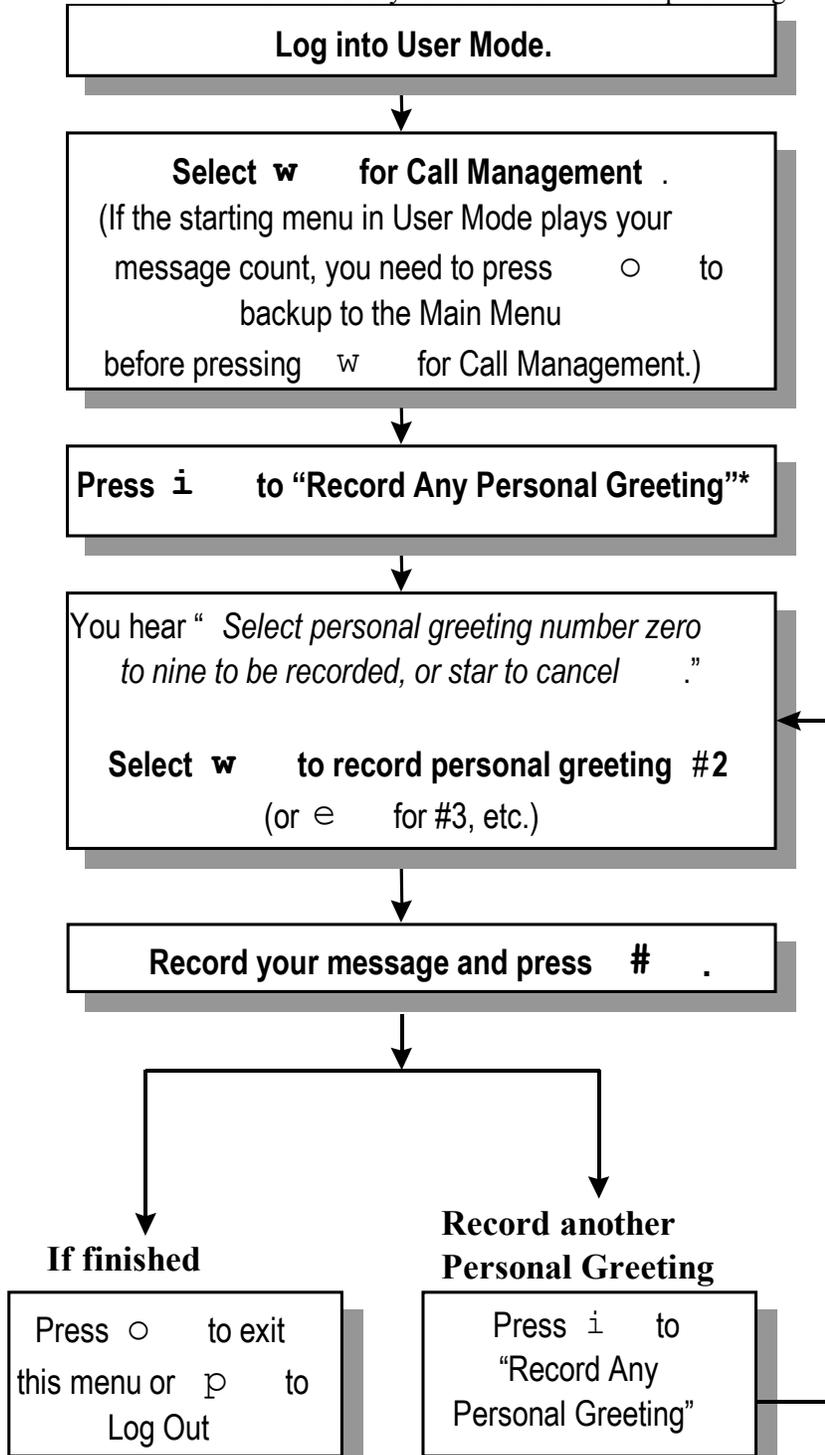


\*If the starting menu in User Mode plays *"To select Message Management press 1, Call Management press 2 . . ."*

**You need to press `q` to select Message Management.**

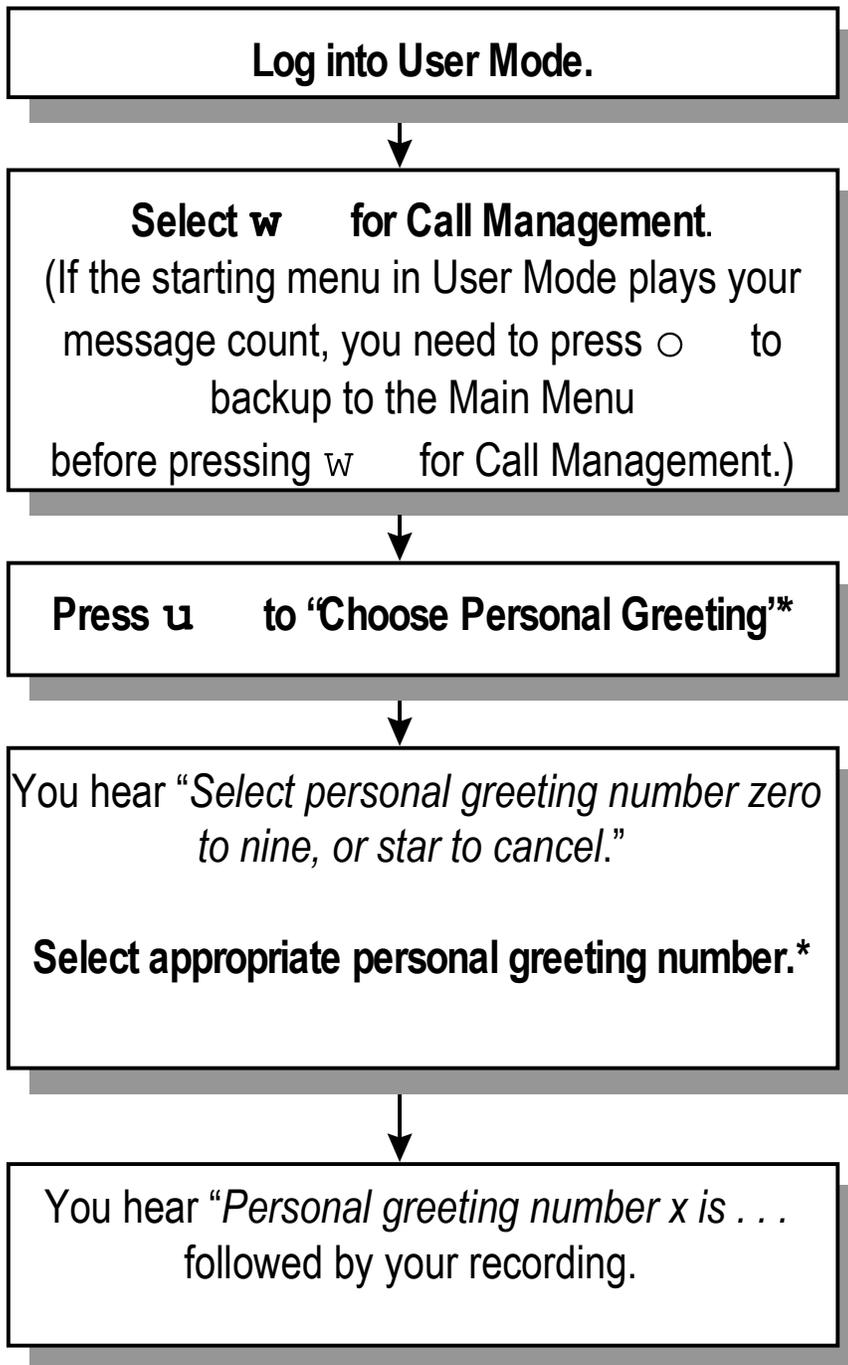
## Record Additional Personal Greetings

If you have completed Quick Setup, you have already recorded personal greeting number one. It is good practice to record additional personal greetings to handle different situations. For example, a different personal greeting may play for the times you are out of the office for appointments versus the times you are in the office but away from your desk. You may pre-record the additional greetings and select them from the Call Management menu as needed. It is not necessary to re-record the same personal greeting every time you are out of the office.



\*You may also press **r** and **t** to sequentially go through and record personal greetings.

## Quick-Change Personal Greeting



\*You may also press r to sequentially go through and select the appropriate personal greeting. For example, if the current personal greeting is number one, pressing r selects number two to play.

## Sending a Single Message to Multiple Users

To send a single message to more than one User without re-recording the message:

